

Job Location: 400 Deaderick Street, Nashville, TN 37243

Administrative Services Assistant 2

(Vocational Rehabilitation (VR) Program)

The Department of Human Services mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The Division of Rehabilitation Services, Vocational Rehabilitation (VR) Program, seeks to provide employment-focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities, and resources. This includes working with individuals and employers – both as VR customers. In addition to meeting the needs of individuals with disabilities, VR is also called upon to meet the needs of businesses in the state through labor market knowledge, economic competency, and employer partnership skills.

The Vocational Rehabilitation (VR) Program is seeking a highly motivated, organized, and experienced administrative assistant to support the Business Services Director. This position serves as the first point of contact for matters related to the administration of the VR Program including back-up assistance to all direct reports and day-to-day operations. This position will maintain strong, effective communications with external and internal customers and various organizations and counsels and demonstrate exceptional judgement in handling all requests and provide an outstanding end product. This role requires exceptional communication and customer service skills in a fast-paced and high energy environment.

Position Responsibilities:

- Assist the Director in day-to-day activities and general administrative office duties.
- Assist the Director in preparing reports, proposals and other documents by collecting and analyzing data, formatting, inputting, retrieving, copying or transmitting data. Will need to use Excel in data management tasks.
- Support the Director, as assigned, with special project based work by completing accurate, thorough, and professional work within the timeframes identified.
- Maintain calendars and schedule appointments as needed. Must be able to work under tight deadlines and respond to high pressure situations.
- Logistically plan meetings, conferences, videoconferences (WebEx) and trips, often involving large groups.
- Handle internal and external communications with professionalism and efficiency including but not limited to, drafting emails, letters and various documents on behalf of the Director. Alert the Director to high priority correspondence in a timely manner.
- Make all travel arrangements, including ticket purchases, car services, hotels, rental cars, etc. Will also need to handle submitting travel authorizations and reimbursements within the State's system.
- Welcome guests by greeting them in person or on the telephone; answering or directing departmental inquiries.

Position Requirements:

- Bachelor's degree in business, human resources, training and development, vocational rehabilitation or a related field required.
- 2- 3 years of experience supporting management.
- Flexible work style, ability to handle the pace of the environment with unexpected changes.
- Strong interpersonal, communication, presentation, and listening skills.

Competencies:

- Highly proficient in time management and multi-tasking
- Ability to work with confidential matters
- Proficient in Microsoft Office
- Highly flexible
- Exceptional judgment and decision-making abilities
- Excellent verbal and written communication skills
- Excellent customer service skills
- Excellent organizational skills
- Teamwork/Interpersonal skills

Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/employees1/benefits.html>

How to Apply:

- Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov by **November 16, 2018.**

All email submissions must include in the subject line: Administrative Services Assistant 2

- **Target Salary: \$35,000.** Salary will be commensurate with knowledge, skills and experience directly related to this job.

Applicants may be subject to background check.

This position is not designated with flexible work options.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.